

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline Vehicle Owner's Questionnaire

TO REPORT VEHICLE SAFETY DEFECTS

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received

2005 MAR 15 AM 1:40

Od_or

rt_dt

od_rt

up_ltr

Reference No.

10115659

OWNER INFORMATION (Type or Print)

Name

Street No.

Apt. No.

City JOSHUA HILLS CA

State CA

Zip Code

Daytime Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 1/1/

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (Located at bottom of
windshield on driver's side)

K L 5 V J 5 2 L 6 4 B

Make

SUZUKI

Model

VERONA

Year

2004

Purchased Date

Jan-18/04

Dealer's Name

MCKENNA EMPIRE SUZUKI

Engine Size
(CID/CC/L)☐ Turbo
☐ Diesel

No. Cylinders

☒ Gas
☐ Fuel Injection☒ New ☐ Used

Dealer's City

10325 CENTRAL AVE.

State

CA

Zip Code

91263

Manufacture Date
(on driver's door or pillar)

Transmission Type

☐ Manual☒ Automatic

Restraint System MONTCLAIR

☒ Driverside Air Bag☐ Motorbelt☒ Passengerside Air Bag☐ 2-Point Belt☐ 3-Point Belt

Cruise Control

☒ Yes☐ No

Drivetrain

☒ Front☐ Rear☐ 4-Wheel

Vehicle Type

☒ Car☐ Sport Utility☐ Van☐ Truck☐ Minivan☐ Motorcycle☐ Other

Body Style

☐ 2-Door ☒ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

Location

☐ Left☐ Right☐ Front☐ Rear

Failed Part(s)

☐ Original☐ Replacement

Handicap Adaptive Equip

☐ Yes☐ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

DOT No.

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s):

Failed Part(s)
Available?☐ Yes☐ NoNHTSA Previously
Contacted?☐ Yes☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash

☐ Yes☐ No

Fire

☐ Yes☐ No

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

☐ Yes☐ No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

On Aug. 27/04 I was driving westbound 210 F. where it merges with the 134 F. my car stalled right in the middle of fast moving traffic my car lost all power it was so traumatic I was sick for days my stomach and nerves got totally stressed out my blood pressure was high for long time. on Aug. 30 I called Suzuki they told me the car wasn't safe to drive it and Annie the service girl in the mechanic saw the condition I was in from the traumatic experience the car was there for several days this car has a recall before it was taken to the dealership may 5/2004 and this happen in Aug. after they fixed it happen to my son it was taken to the dealership

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to a 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action. Part that failed the computer

Mail postage free or fax to 202-366-7882

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I call many times to American Suzuki in Brea CA. My daughter call several times, my son call. They told my son that Richard Helms the district manager was going to call you few days later and he was on a ride and I was treated like dirt I am 68 years old they suppose to be treated with respect and consideration but. I told this Richard Helms that because my car was taken to the shop 3 times for repair. If they give me another car he said no. because I don't want to drive that car again I was so panic to get on that car that I never drive it again. I told him to take that lemon back all he said was nothing he can do I told him I feel like my life was in danger driving that car. I take a loss and trade that car and buy another car. I don't think this was fair. One day I send you the letter I send 3 more letters to Suzuki. and still this day I don't hear from them not even a and apology from Suzuki.

ATTACH ADDITIONAL SHEETS IF NECESSARY

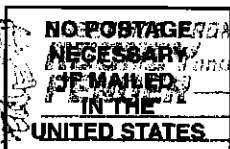
U.S. Department
of Transportation

Adalberto Alvarez
36458 Blacksmith Dr.
Palmdale, CA 93550

**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

Complete and return or place in your car manual for future use



**VEHICLE
OWNER'S**

**QUESTIONNAIRE
(V00Q)**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

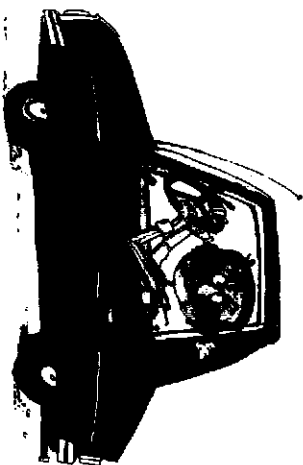
DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration

www.nhtsa.dot.gov/hotline

This people from Suzuki headquarters is very rude they don't know how to treat people. They disrespect you and treat you like dirt. In my 68 years I never, never be treated they way they did. Dealing with this people is if you asking them for charity. I bought that car cash I was asking for a trade even. But not Suzuki Verona is a lemon is no suppose to be in the market if

Who ever buy it they lives is going a be in danger. Mine was in danger God is the only one that know how I survive last year August. 30/04. I hope this doesn't happened again to anybody else. Thank.

